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😊 Polite Complaint Expressions:

1. "Excuse me, I think there's been a mistake."
2. "I'm sorry to bother you, but this item is damaged."
3. "Could you help me with an exchange?"
4. "I was wondering if it's possible to fix this."
5. "It seems there was an error on my bill. Could you check it, please?"
6. "I'm afraid there might be a misunderstanding. Could you clarify this for me?"
7. "Would it be possible to address this issue for me?"
8. "I hope you don't mind me mentioning this, but my order is incorrect."

9. *"Sorry to trouble you, but this isn't quite what I expected."*
10. *"I'd really appreciate your help in resolving this."*

Assertive Complaint Expressions:

1. *"I'd like to speak to a manager about this."*
2. *"I've reported this issue several times, and it needs to be resolved immediately."*
3. *"I paid for express shipping, but the package hasn't arrived. I'd like a refund."*
4. *"The room doesn't match the description online. I need a new one tonight."*
5. *"This is the third time this problem has occurred. It's unacceptable."*
6. *"I need this issue resolved as soon as possible."*
7. *"This service isn't meeting the standards I expected. What can be done to fix it?"*
8. *"I understand mistakes happen, but this has caused inconvenience. I expect it to be addressed."*
9. *"I'm requesting compensation for the delay caused by this error."*
10. *"It's important this problem gets resolved immediately, or I'll need to escalate it."*

Vocabulary

1. General Complaint Vocabulary

- **Issue:** *"There's an issue with my order."*
- **Problem:** *"We have a problem with the delivery."*
- **Mistake:** *"I think there's been a mistake."*
- **Fault:** *"This product has a fault."*
- **Inconvenience:** *"I'm sorry for the inconvenience, but this needs fixing."*
- **Solution:** *"I'm looking for a solution to this problem."*
- **Resolve:** *"Can you resolve this matter for me?"*

2. Polite Complaint Vocabulary

- **Damaged:** *"This item is damaged."*
- **Incorrect:** *"I was charged an incorrect amount."*

- **Delay:** *"There's been a delay in my order."*
- **Misunderstanding:** *"I think there's been a misunderstanding."*
- **Replacement:** *"Can I get a replacement for this defective item?"*
- **Exchange:** *"Could I exchange this for a different size?"*
- **Assistance:** *"I'd appreciate your assistance with this issue."*

3. **Assertive Complaint Vocabulary**

- **Refund:** *"I'd like a refund for this product."*
- **Compensation:** *"Is there any compensation for the delay?"*
- **Guarantee:** *"This is covered under your guarantee, right?"*
- **Policy:** *"What's your return policy for defective items?"*
- **Escalate:** *"I'll need to escalate this if it's not resolved."*
- **Expectation:** *"This doesn't meet the expectation set by your advertisement."*
- **Unacceptable:** *"This level of service is unacceptable."*

4. **Action Words (Verbs)**

- **Address:** *"Can you address this issue for me?"*
- **Clarify:** *"Can you clarify why this happened?"*
- **Request:** *"I'd like to request a refund."*
- **Exchange:** *"Could you exchange this for a working one?"*
- **Report:** *"I need to report a problem with my order."*
- **Apologize:** *"Could you apologize for the mistake?"*
- **Investigate:** *"Can you investigate why my package is late?"*

5. **Descriptive Vocabulary for Complaints**

- **Defective:** *"This product is defective."*
- **Faulty:** *"I was sold a faulty appliance."*
- **Noisy:** *"The hotel room is too noisy."*
- **Broken:** *"The equipment is broken."*
- **Late:** *"The delivery was late."*
- **Overcharged:** *"I was overcharged for this service."*
- **Inconsistent:** *"Your service has been inconsistent lately."*

